

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No.	10. Budget Program Number 29113		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Service Assistant			
3. Division West Region		12. Proposed Class Title			
4. Section Programs/West Region	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit Community Relations		14. Effective Date			
6. Location (address where employee works) City: County:		15. By	Approved		
7. (circle appropriate time) Full time X Perm. Inter. Part time Temp. %	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

The incumbent serves as part of the customer service team; serving as a contact for screening/processing customer service calls. This position will have contact with clients, employers, legislators, education, non-profit agencies, state/local government, service providers and professional organizations within the West Region. This position will assist in covering customer service for the 65 counties in the West Region regarding customer service questions and/or complaints. This position will also serve as the regions coordinator for the Warm Embrace project-quilts for foster children.

19. Who is the supervisor of this position? (Person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Julie Opat	Administrative Officer-West Region	K0164061

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Julie Opat	Administrative Officer-West Region	K0164061

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is diverse in nature that usually involves multiple, unrelated steps requiring the application of analytical thought to deal with complex data and situations where several alternatives exist. When guidelines exist, they are broadly defined or technical, requiring careful analysis and interpretation. This position works with a considerable amount of independent judgment. Work is reviewed.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	Customer Service:
		Acts as part of a team in regards to Community Relations within the West region who are the initial liaisons to resolve conflicts or misunderstandings by researching the issue with the proper program administrator and/or supervisor and then explaining and clarifying operational practices, procedures, regulations and activities; advises clients, organizations or the general public about specific programs and sensitive issues. This position works under the Administrative Officer within the Community Relations Unit under Programs in the West Region.
1. 10%	E	Respond to and acknowledges client concerns within 24 hours. Documentation done on the Office of Customer Service (OCS) computer system.
2. 10%	E	Upon resolution, develops report of fact finding and actions taken. Exercises tact, patience and discretion in communicating and dealing with persons of varying backgrounds and temperament.
3. 20%	E	Receives, assigns and tracks customer concerns regarding the delivery of service by DCF within the West Region. Maintains documentation of actions taken to respond to concerns using the OCS computer system in addition to local tracking systems.
4. 15%	E	Assists the Administrative Officer (Supervisor) and the Assistant Regional Director for Programs when necessary for special projects. Special projects would include activities such as gathering and inputting addresses for mass mailings.
5. 10%	E	Coordinate the development and the formatting of the Region's quarterly newsletter. This is accomplished by gathering appropriate photos and articles and formatting the newsletter through the use of Publisher software. All of this done within the guidelines provided by the Supervisor. Additionally Completes and submits digital signage request as directed by the Administrative Officer (Supervisor) and the Assistant Regional Director for Programs as necessary.
6. 15%	E	Coordinates and manages with the other Human Service Assistant the Project Warm Embrace. This is accomplished through communication with partners such quilting groups and individual quilters as well as DCF staff in different offices around the Region. This will also require communication with St. Francis Community Services which we partner with to deliver the quilts and blankets to foster children.
7. 10%	E	Receives fair hearing notifications from DCF Administration and determines what personnel in the Region needs to receive the notifications. Once determined notification will be forwarded to the appropriate staff in the Region and the fair hearing will be tracked on a spreadsheet designed for that purpose.
8. 10%	M	Other duties as assigned by the Supervisor, Assistant Regional Director, or Regional Director.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name

Title

Position Number

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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Improper handling of customer service concerns could result in loss of agency integrity, loss of community support and poor utilization of government funds. Failure to respond or utilize initiative and good judgment may result in adverse impact on agency operations and integrity. Errors in judgment, delays in action, failure to resolve conflicts, may adversely affect relationships with legislators, clients and other agencies. The employee is involved in all DCF programs and represents the agency with consumers and legislators.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contacts are made daily with community leaders, other agencies, clients and the public in order to provide information and resolve conflicts. Other contacts include West Region staff, DCF Administration staff, legislators and the public.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Normal office environment. Some travel is required. There will be contact with angry or hostile clients in the role of customer service consultant.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computer, telephone, email, copier/fax/scanner all daily. State car occasionally

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High School diploma or equivalent

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Experience - length in years and kind

One year experience in general office, clerical or administrative support work. Education may be substituted for experience as determine relevant by the agency

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date